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Microsoft Teams Phone: A Modern Voice Solution



Transforming business communications with Microsoft 365

Modern Communication for SMB

Your phone system may be the last thing in your business that still assumes everyone sits at a desk. The rest of your technology has moved on. The phones usually haven't.

Consider how your team actually works now. One person takes client calls from the road. Another works from home two days a week. A third is in the building but working from a conference room, nowhere near their extension.

Most businesses are already working in Microsoft Teams. Chat, meetings, and files sit in one place your staff know well. The phone system, though, usually sits outside of it, with its own interface and its own invoice.

So people work around it. They give clients a personal cell number because it is simpler. They miss the desk phone while on a Teams call. They forward the office line to a mobile and forget to change it back. Meanwhile the business pays for a phone system, a conferencing tool, and a carrier contract, each with its own portal and renewal date.

None of that appears as a line item on an invoice. It shows up as missed calls, slower callbacks, and daily friction for your staff.

Bringing the phone system into Teams addresses the root of the problem. One application, one number, and one place your team already works. Calls, meetings, and chat stop being three separate systems to manage.

The Reality for Small Businesses

- Your staff work from everywhere, and your clients expect a callback the same day.
- The real cost isn't the phone bill. It's the calls that never get returned.

The Bottom Line

Teams Phone puts calling where your team already works: one system instead of three, one invoice instead of several, and no decision about which application to open.



Jeff Hughes
CEO, Hermetic Networks



The Past and the Future

THE PAST
For years a phone system was physical infrastructure: a PBX in a closet, a handset on every desk, and a carrier contract in a drawer. Every location needed its own. Adding an employee meant a ticket, a wait, and an invoice. That model worked when everyone sat under one roof. Few businesses operate that way now.

THE FUTURE
Business phone service is software. Calling, meetings, and chat run through the same application, and your staff use one business number whether they are at a desk, at home, or on the road. Everything is managed from Microsoft 365, with no on-premises hardware to maintain.

Adding a user takes minutes. Opening a second location takes about the same. Security and compliance inherit from the Microsoft 365 settings you already have.

THE PAST
Voice sat in its own silo, separate from email, chat, and meetings, so every conversation began with choosing a tool. Being out of the office often meant being out of reach. Calls went unanswered, follow-ups slipped, and the details of an important client call lived in someone's notebook, if they were captured at all.

THE FUTURE
Voice is no longer a separate system. Calls, meetings, and chat happen in one place, on one number, wherever your team is working. When a call needs another participant, you add them without hanging up.

Calls can be recorded and transcribed, with action items summarized automatically. Follow-ups get written while the conversation is still fresh rather than days later.

91%

of Fortune 100 companies run on Microsoft Teams. The platform your staff already use for chat is the same one handling voice at the largest companies in the country.

32 days

As of 2025, the average business uses 4+ separate communication tools to manage calls, chat, and meetings and waste an estimated **32 days per employee** per year due to context switching.

40-60%

Maintaining on-premises PBX hardware costs 40–60% more per year than comparable cloud systems. Teams Phone removes the hardware, the upgrade projects, and the variable billing.

Why Make the Switch

The businesses that operate best are rarely the ones with the most tools. They are the ones where reaching a client takes no thought at all. Teams Phone delivers that by making the phone system part of the application your staff already use all day. One environment for every conversation: secure, unified, and *ready to scale.*

User Experience and Productivity

Your staff shouldn't have to decide which application to open before reaching someone. In Teams Phone, calling, chat, meetings, and files all live in the same window. A call becomes a meeting in one click, complete with recording, transcription, and tracked action items.

Integration and Security

Calls, voicemails, and contacts stay inside your own Microsoft 365 tenant. The encryption and compliance controls already protecting your email extend to your calls, with no separate platform to configure or audit.

Scalability

Adding a new employee takes minutes. So does opening another location. There is no hardware to order and no carrier contract to renegotiate.

Cost and Management Efficiency

Traditional phone systems carry costs in hardware, maintenance, and carrier contracts that rarely get reviewed. Teams Phone replaces all of it with a single predictable line item. Moves, adds, and changes take minutes rather than hours, and updates apply automatically.

Dive in With Hermetic Networks

Replacing a phone system is a project that goes poorly when it is rushed. We handle every step: licensing, number porting, call flow design, and user training, so no one on your team is guessing on day one.

We build Teams Phone inside the Microsoft 365 environment you already have, so voice, identity, devices, and security work as one system rather than four. Your existing security and retention policies carry over automatically, and there is no additional platform for anyone to learn.

After go-live, we continue to manage it. Adds, changes, new numbers, call flow adjustments, and call quality monitoring are all part of your managed services.

Why clients have us handle it:

- **Deep Microsoft 365 Integration Expertise**
- **Streamlined Deployment Process**
- **Local Partnership, Real Support**
- **Custom Call Flows and Automations**
- **Predictable Cost and Clear Ownership**



Intelligent, Flexible Calling

Calling From Anywhere

Desk phone, laptop, or mobile, it is the same business number on all of them. Staff no longer hand out personal numbers, and clients only ever need to learn one.

AI Summaries & Insights

No more taking notes while trying to listen. Teams recaps the call, captures what was agreed, and leaves a searchable record your staff can return to.

Collaborative Conversations

Transfers, forwarding, simultaneous ring, and busy-on-busy all work as expected. When a call needs another person, you can add them or move to a meeting without hanging up.

Scale With Confidence

A new hire, a new number, or an entire new location all take minutes to set up. There is no hardware to purchase, nothing to install, and no carrier contract to renegotiate.

Seamless Integration with 365

Teams Phone connects directly to Microsoft 365, Outlook, and Dynamics 365. Your team works in one environment they already know rather than a patchwork of disconnected applications.

Teams-certified devices

Choose from Teams-certified desk phones, huddle devices, and conference room systems. They all behave the same way, so there is nothing new for staff to learn.



Meetings That Work

Most meetings lose their first few minutes to cables and logins. Teams Rooms gives that time back. Calls, meetings, and screen sharing all run through the same interface your team uses everywhere else.





Join Calls and Meetings Instantly

Walk in and tap Join. No access codes, no searching the calendar for the invite, and no hunting for the right cable.

Seamless Meeting Experience

Place and receive business calls directly from the conference room, using the same number and contacts as everywhere else. Clients experience one consistent system regardless of where the call originates.

Room-Aware Features

The camera frames whoever is speaking, background noise is filtered out, and lighting adjusts automatically. The room looks and sounds professional without anyone adjusting settings.

Connectivity Options

Microsoft Teams was built as a collaboration platform, not a phone system. Turning it into one means connecting it to the public switched telephone network (PSTN). There are three ways to do that, and the right one depends on your size and how much control you want:

01 Microsoft Calling Plans

The simplest option, with Microsoft acting as your carrier. Each user receives a business number and a bundle of minutes, and Microsoft manages routing, billing, and support inside Microsoft 365.

Best for: smaller or single-location businesses that want everything from one vendor.

02 Direct Routing

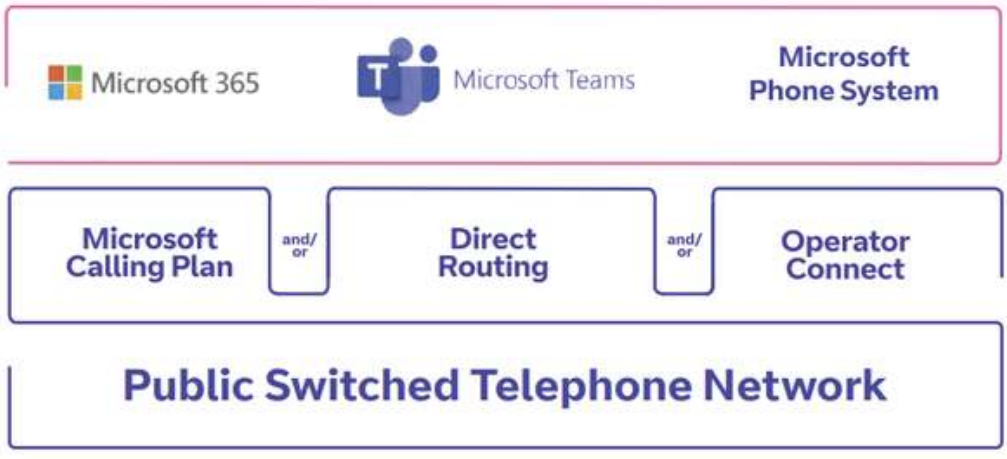
The most flexible option. Direct Routing connects Teams to an outside carrier through a certified Session Border Controller. You keep your current telecom provider, negotiate your own rates, and can support specialized call flows or analog devices.

Best for: mid-sized businesses that want control over carriers and costs. It does require technical setup and ongoing management of the SBC.

03 Operator Connect

The newest option, and the fastest growing. It combines the simplicity of Calling Plans with the flexibility of Direct Routing. You select a Microsoft-certified operator from a list in the Teams Admin Center, and they supply your numbers and calling plans. No hardware, no complex setup.

Best for: businesses that want carrier-grade reliability without managing the underlying infrastructure.



Teams-Enabled Devices

Teams-certified hardware works the same way out of the box, whether it is a headset, a desk phone, or a conference room system. Staff answer calls and join meetings without anyone checking compatibility first.



Traditional Desk and SIP Devices

Some staff simply prefer a handset. Teams-certified desk phones provide one, with touchscreen controls and direct integration into Teams. Pick it up to make a call, check voicemail, or join a meeting, with nothing to sign into.

Teams Rooms and Meeting Spaces

Teams Rooms turns an ordinary conference room into a space people want to meet in: one-touch join, audio and video that hold up, and a camera that follows the conversation so remote staff see more than a wide shot of the table.





Collaborative Displays

Surface Hub is a large interactive touchscreen built for Teams. Run the meeting on it, share content, and whiteboard in real time with people who aren't in the room.

Frequently Asked Questions

These are the questions we are asked most often when a business is considering the switch. If yours isn't covered here, ask us directly.

01 Can we keep our existing phone numbers?

Yes. We handle the number porting, so your business lines stay exactly as they are. Microsoft schedules the cutover in advance, so there is no interruption for your staff, clients, or vendors.

02 Do we need new phones or hardware?

Not always. Most users call from their computer or the Teams mobile app, and some existing SIP handsets are supported. If you prefer a physical phone on the desk, we recommend a Teams-certified model.

03 What if the internet goes down?

Calls keep flowing. Most users switch to the Teams app on their mobile and continue working. For offices that need more coverage, we can configure WAN failover routing or on-site telephony so you stay reachable.

04 How long does setup take?

Most small businesses are fully operational within a few days of licensing and number transfers completing. We handle configuration, testing, and user training so no one is learning it on the fly.

05 Can my remote employees use Teams phones?

Yes. Teams Phone only requires an internet connection, so it works anywhere. Staff make and receive calls from the Teams app on a laptop or mobile device, with no VPN and no special equipment.

06 Is Teams Phone secure?

Yes. It is covered by the same Microsoft 365 security, encryption, and compliance controls you already have. Calls, voicemails, and call records never leave your tenant.

07 Does Teams Phone support faxing?

No. Teams Phone has no built-in fax over PSTN. If faxing is still required, you will need a third-party fax service or gateway, which we can configure alongside it.

Pricing

Hermetic Networks delivers full-service Teams Voice migrations for businesses replacing RingCentral, Nextiva, or an on-premises PBX. That covers discovery, migration, number porting, configuration, and ongoing management afterward.

Implementation Project (One-Time)

Everything required to move your business off its current phone system and onto Teams Voice.

- System discovery and number inventory
- Carrier account review
- Porting coordination and cutover management
- Tenant configuration (Teams Phone, call routing, dial plans)
- Auto-attendants and call queues
- Emergency calling configuration
- Device provisioning (desk phones, Teams Rooms)
- Validation, test calls, and go-live support

Flat-Fee Tiers (estimated):

- Small (1–10 users): $2,000–$3,000
- Medium (11–40 users): $4,000–$7,500
- Large (40–100 users): $8,500–$15,000

Complex call flows, fax, or multi-site routing may add 10–25%.

Managed Service (Monthly)

Managed end-to-end after go-live, with support included.

Per-User Monthly Pricing

- Microsoft Teams Phone w/ Domestic Calling
  - $55/user

Managed Voice Service Includes

- Adds/changes/removals
- Call routing updates and new numbers
- Auto-attendant/call queue adjustments
- Device support (Teams phones, headsets, Teams Rooms)
- Monitoring and troubleshooting call quality
- Documentation maintenance
- Quarterly call-flow review